

## **Senate Joint Resolution No. 32**

### **RESOLUTION CHAPTER 69**

Senate Joint Resolution No. 32—Relative to aviation consumer protection.

[Filed with Secretary of State July 1, 2008.]

#### **LEGISLATIVE COUNSEL'S DIGEST**

**SJR 32, Padilla. Air carriers: consumer protection.**

This measure would call upon the United States Congress to approve the federal Aviation Investment and Modernization Act of 2007 and the federal FAA Reauthorization Act of 2007, in order to secure airline passenger rights.

WHEREAS, All too often, the flying public has endured episodes of protracted delays on the tarmac prior to takeoff or after landing, and has endured a failure to provide even basic levels of consumer service from many of our nation's commercial airlines; and

WHEREAS, Passenger complaints arising from mishandling and lost baggage, and delays and cancellation of flights, deserve to be heard and responded to in a fair, consistent, and timely manner by airline industry representatives; and

WHEREAS, In the event that passengers have boarded an aircraft and the departure of the aircraft from the airport is delayed more than three hours, or more than three hours have passed following landing of the aircraft and passengers have not disembarked from the aircraft, the air carrier should provide passengers, as needed, with (1) electrical service sufficient to provide passengers with fresh air and light, (2) waste removal service in order to service the holding tanks for onboard restrooms, and (3) adequate food and drinking water and other refreshments; and

WHEREAS, Air carriers should provide clear and conspicuous notice regarding passenger or consumer complaint contact information by providing forms and placing signs at all airport service desks and other appropriate areas in the airport as necessary, including (1) the telephone and mailing address of the employee or officer of the air carrier in charge of consumer complaints and the telephone number and mailing address of the Office of Aviation Enforcement and Proceedings of the United States Department of Transportation, and (2) an explanation of the rights of airline passengers; and

WHEREAS, It is a fundamental duty of government to protect its citizens from these incessant, traumatic, and often preventable situations, and propose standards and procedures for the timely and reasonable conduct of major airlines towards consumers; and

WHEREAS, The Aviation Investment and Modernization Act of 2007 (Sen. No. 1300, 110th Cong., 1st Sess. (2007)) and a related bill, the FAA

Reauthorization Act of 2007 (H. Res. No. 2881, 110th Cong., 1st Sess. (2007)) would address many of the problems plaguing airline consumers; now, therefore, be it

*Resolved by the Senate and the Assembly of the State of California, jointly,* That the Legislature of the State of California hereby calls upon the United States Congress to approve the Aviation Investment and Modernization Act of 2007 (Sen. No. 1300, 110th Cong., 1st Sess. (2007)) and the FAA Reauthorization Act of 2007 (H. Res. No. 2881, 110th Cong., 1st Sess. (2007)), in order to secure airline passenger rights; and be it further

*Resolved,* That the Secretary of the Senate transmit copies of this resolution to each Senator and Representative from California in the United States Congress and to the Honorable Chairs of the United States House of Representatives and Senate Transportation Committees.